

JUL 28 2005

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
(Attorney Docket No. 12658SSUS01U)

In the Application of:
Marcus O'Sullivan, Michael Frawley

Serial No.: 09/748,069

Filed: December 22, 2000

For: A NETWORK SPANNING
HETEROGENEOUS CALL CENTER
AND METHOD OF OPERATION

§ Group Art Unit: 2661
§ Examiner: Kenneth N. Vanderpuye
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CERTIFICATE OF FILING BY FACSIMILE

I hereby certify that this correspondence is being filed
via Facsimile by transmitting the attached documents to
(571) 273-8300 on July 28, 2005.

/Bruce E. Garlick/
Bruce E. Garlick

RESPONSE TO THIRD OFFICE ACTION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicants hereby respond to the Office Action mailed April 1, 2005 and respectfully request consideration of the remarks made herein. Enclosed herewith are a Petition for a one-month extension of time and a credit card payment form for the \$120 petition fee, extending the response date to August 1, 2005.